



Village of Indian Head Park

201 ACACIA DRIVE

INDIAN HEAD PARK, ILLINOIS 60525

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www.indianheadpark-il.gov

March 16, 2016

Dear Resident:

As you may know, the Village recently implemented a new water and sewer rate structure effective January of this year immediately following the January water meter reading cycle. The purpose of this increase is to implement an annual capital improvement program and to cover some operational expenses. The cost of the capital program is slated to be \$350,000 annually. The other reason is to meet basic operational maintenance needs and new Cook County and State of Illinois mandates.

This has been the subject of three town hall meetings and discussed at several meetings of the President and Board of Trustees. (We actually started formally discussing this in November 2013.)

As part of the capital improvement program, the Village is embarking on a Village wide water meter replacement program. The Village will be changing from the current method of reading meters manually, to an automatic meter reading system. Your meter will communicate directly with the Village. Please note that this is not a "Smart Meter". The Village will not be able to control the flow of water into your home. The Village bid out this project and awarded the bid to Midwest Meter, Inc. Calumet City Plumbing will be installing the meters as a sub-contractor to Midwest Meter. We expect installations to occur in March to May of this year. Installation time will typically be about an hour.

The "official" meter read is taken from your inside water meter NOT the remote meter located on the outside of your home. In the event that your If the inside reader indicates use of more than 125% of the outside reader then the bill shall be based on the following methodology:

Village rate for all use up to and including 125%. The current Countryside rate will be applied for all usage above that.

If there is a history of minimum bills, then the average of the last two years (assuming the same user) will be applied to offset the charge.

If the outside reader is higher than the inside and usage is above minimum, then a gallon credit will be applied.

The "true up" on the gallons used charged will then be applied to the sewer charge.

Midwest Meter/Calumet City Plumbing will require access to your water meter, usually (but not always) located in the utility room of your home. The meter will need to be easily accessible for replacement. In the event that you have enclosed your meter, please remove any access obstacle. The contractor will need about three feet on either side of the meter to perform their work.

The Village will be doing everything to ensure your safety and the success of this project. You will receive a letter from Midwest Meter informing you of the process and asking you to schedule an appointment to have your meter replaced. The Village will be performing criminal background checks on each and every meter installer. We will also provide each installer with an identification badge.

As part of this process we will be requesting feedback from you as to how well we did. Each installer will leave you with a comment card. Please fill it out and return it to the Village promptly.

If you have any questions, please feel free to call me at 708-246-3080x104 or drop me an email at jdurocher@indianheadpark-il.gov.

Thanks,

John J. DuRocher

Village Administrator